

## Customer Account Liaison Manager

- Full Time Position
- Not-for-profit sector
- Based in North Melbourne

**Lort Smith is Australia's largest not-for-profit Animal Hospital with a clear vision to be recognised as the leader in Australia for animal health and wellbeing.**

Located in the heart of Melbourne's hospital and health precinct in North Melbourne, Lort Smith has a significant 84 year history having grown from humble beginnings. Today, Lort Smith reaches the community in three very unique ways; in our Animal Hospital by providing exceptional veterinary care irrespective of client's personal circumstances; in our Adoption Centre by providing sanctuary, rehabilitation, welfare and new homes to animals in need; and through our Community Outreach programs which focus on nurturing the human-animal bond and responsible pet ownership.

### The Role

The primary purpose of the Customer Account Liaison Manager is to manage the administration of customer accounts including resolving complex payment disputes and other related financial management issues through:

- Assisting customers with financial issues by facilitating payment options
- Daily review of dashboard to ascertain unpaid accounts
- Run Aged Receivables Report and follow up accordingly
- Follow up unpaid client accounts
- Liaise with senior vets regarding financial issues
- Delivering exceptional customer service to identify customer needs and overcoming concerns
- Effective management of customer complaints/objections.

### To be successful in the role you will have:

- Qualification in Business, Finance or related qualification
- Experience in a customer account management role
- Strong customer focus demonstrating an understanding of customer expectations and needs
- Strong interpersonal skills
- Ability to manage and resolve complex customer complaints
- Excellent time management skills
- High level of professionalism, integrity and ability to work confidentially at all times



**Lort Smith**  
*caring for animals*

- Ability to learn
- Ability to identify process improvement opportunities and implement solutions
- Attention to detail
- Proactive and self-motivated
- Computer literacy and navigational skills
- High standard of written and verbal communication skills
- Ability to comply with organisational policies, processes and procedures

If you meet the above criteria, [click here](#) to apply.

If you would like a copy of the Position Description, email [careers@lortsmith.com](mailto:careers@lortsmith.com).

To learn more about Lort Smith and the wonderful work we do, please visit [www.lortsmith.com](http://www.lortsmith.com)

*Lort Smith is an equal opportunity employer and supports workplace diversity.*